

INVITATION FROM THE FEDERAL CONSULTING GROUP

ACSI WEB SURVEY USER GROUP

What: **3rd Quarter 2005 Meeting**

When: **September 26, 2005**

The Web Survey User Group meeting is from **9:30 am to Noon**.

Where: **The American Institute of Architects
1735 New York Avenue, N.W.
Washington, DC 20006**

Metro

- **Farragut West** (Blue/Orange Line)
17th or 18th Street exit
Walk south 4 ½ blocks (cross I, H, PA Ave, G & F Streets)
- **Farragut North** (Red Line)
K Street exit
Walk south 5 ½ blocks (cross Conn Ave, I, H Streets, PA Ave, G & F

Who: **Current and potential subscribers to the ACSI website customer satisfaction service.**

How: RSVP to Brendan Jinnohara (Brendan.Jinnohara@ots.treas.gov)
Please send any ideas, recommendations or questions that you would like to have discussed at this or a future meeting.

PROGRAM

9:30 AM **Welcome and Introductions** – Ron Oberbillig, Treasury's Federal Consulting Group

9:40 AM **Third Quarter 2005 - ACSI E-Government Satisfaction Index** – Larry Freed, President, ForeSee Results, Ann Arbor, MI
Update on the latest Index results, trends and Q&A

10:40 AM **Break**

10:50 AM **Panel Discussion: Strategic Applications of the ACSI Web Survey**
This panel discussion will address a variety of ways the ACSI Web survey is bringing strategic value to agencies and websites, such as providing direction for usability studies and re-launch plans, identifying incremental changes that have a large impact on satisfaction, and uncovering issues or problems that need to be addressed.

11:50 AM Update from Web Content Managers' Roundtable, Sheila Campbell

Noon **Adjourn and Networking**